

FAYETTEVILLE POLICE DEPARTMENT
FAYETTEVILLE, ARKANSAS 72702

GENERAL ORDER # 33

SUBJECT: RECORDS

CROSS-REFERENCE: FPD 1.1.1, 54.1.1, 42.1.1, 52.1.1, 61.1.1, 61.2



DATE APPROVED BY COP: October 6, 2015

Chief Greg Tabor

PURPOSE: The purpose of this policy is to establish procedures that will guide the central records function of the Fayetteville Police Department (FPD). These procedures address the functions that are basic to meeting the management, operational and informational needs of the department.

ORDER: Employees of the Fayetteville Police Department will follow the procedures outlined below when managing records of the Fayetteville Police Department.

DEFINITIONS:

Authorized Personnel: For the purpose of this general order, authorized personnel shall be defined as Records Division personnel, Warrants Division personnel, Information Technology (IT) Systems personnel, Central Dispatch Center (CDC) personnel, and sworn supervisors of the Fayetteville Police Department.

Operational Personnel: For the purpose of this general order, operational personnel include all Fayetteville Police Department personnel.

PROCEDURES:

A. Records Management System (RMS), Computer System

1. The Fayetteville Police Department shall utilize a computerized case file management system. A unique and consecutive incident number shall be computer generated for each new entry into FPD's RMS [CALEA 82.2.3].

B. Records Management, Work Flow

1. FPD personnel shall document each of the below listed incidents occurring in the police department's jurisdiction in the Records Management System:
 - a. Citizen reports of crimes [CALEA 82.2.2 a.];
 - b. Citizen complaints, except for complaints against personnel that are documented through FPD 52.1.1 [CALEA 82.2.2 b.];

- c. Incidents resulting in an officer being dispatched or assigned [CALEA 82.2.2 c.];
 - d. Criminal and noncriminal cases initiated by FPD personnel [CALEA 82.2.2 d.];
 - e. Incidents involving arrests, citations or summonses [CALEA 82.2.2 e.].
- 2. A report shall be completed to document citizen reports of crime, citizen complaints, criminal and noncriminal cases initiated by personnel and incidents involving arrests [CALEA 82.2.1a.]. Each report shall be reviewed by a sworn supervisor. The FPD RMS tracks supervisor review of reports [CALEA 82.2.1 e.].
- 3. Officers shall complete a collision report when required to do so by FPD 61.2 or by Arkansas law [CALEA 82.2.1 a.]. Each collision report shall be reviewed by a sworn supervisor. The FPD RMS tracks supervisor review of collision reports [CALEA 82.2.1 e.].
- 4. Fayetteville Police Department utilizes a paperless automated case entry reporting system.
 - a. Step by step instructions for taking a report and entering it are detailed for Records Division personnel in the Records Division computer drive, labeled, "Training Documents for Taking and Entering Reports" [CALEA 82.2.1 c., d.].
 - b. Officers shall follow procedures they were given in report training and / or through the Field Training Officer (FTO) program. Step by step instructions for taking and submitting reports can be located in a Training Division New Officer Orientation book, or by requesting the documentation from the Training Division supervisor. The instructions detail what information must be obtained by investigating officers when taking reports, as well as the reporting protocol [CALEA 82.2.1 b., c., d.].
 - c. Supervisors shall follow procedures in the report approval process standard operating procedures which provide step by step instructions for submitting, processing, and supervisory review of field reports. [CALEA 82.2.1 e.].
- 5. FPD Electronic Tickets (E-Tickets)
 - a. Traffic, warning and arrest citations (E-Tickets) shall be issued and printed by officers from a computer in patrol units, or from hand held devices. The information entered by the officer uploads to a police department server and is manually uploaded into the FPD RMS by Records Division personnel daily [CALEA 82.3.4 a.].
 - b. Officers shall print and sign copies of all traffic and criminal citations and forward them to the Records Division at the end of each shift. Records Division personnel will verify the upload into the Fayetteville District Court's (FDC) computer system. Warning citations are only printed and

provided to violators; these citations are not printed and sent to FDC [CALEA 82.3.4 b.].

- c. Records Division personnel will review each E-Ticket for accuracy and content. Records Division personnel shall image citations into the electronic imaging system prior to sending the citations to FDC. Electronic records of citations are located on a secure site and cannot be altered [CALEA 82.3.4 c.].
- d. After adjudication, FDC will return citations to the Records Division for re-imaging with the disposition noted on the citation utilizing electronic imaging for permanent storage. The adjudicated citations shall be stored and secured for a minimum of ninety days before being shredded [CALEA 82.3.4 c.].
- e. E-Tickets are assigned consecutive computer generated numbers maintained by IT personnel using an Advanced Public Safety Software Smart Number system.
- f. All E-Ticket numbers assigned to a computer or hand-held device shall be provided by IT personnel to Records Division personnel monthly.
- g. Records Division personnel shall verify E-Ticket numbers assigned against E-Tickets entered into FDC's computer system.
- h. Records Division personnel shall cross-check the FDC's citation information against the RMS generated information. This process audits the E-Ticket information against paper copies submitted to the Records Division, and monitors any unused citation numbering for possible hardware and or software malfunctions [CALEA 82.3.4 b.].
- i. E-Ticket system security is governed by password rights as assigned by the IT Manager [CALEA 82.3.4 c.].

C. FPD Hard Copy Tickets

- 1. Hardcopy citations are produced through a certified printer and they come with a certificate guaranteeing sequential citation numbers. Hardcopy citation books shall be secured and maintained by the FPD Property and Evidence Division [CALEA 82.3.4 c.].
- 2. When officers complete their designated hardcopy citation book, they shall have a sworn supervisor inspect the citation book to verify all citations are accounted for [CALEA 82.3.4 b.].
- 3. After a sworn supervisor has signed the front of the completed hardcopy citation book, the officer shall submit the book to Property and Evidence personnel for secure storage. Property and Evidence personnel are responsible for documenting the return of the citation book and must ensure the citation book is securely transferred to Fayetteville District Court [CALEA 82.3.4 c.].
- 4. Property and Evidence personnel shall issue the officer a replacement citation

book, which the officer shall sign for [CALEA 82.3.4 a.].

D. Security

1. Computer System:

- a. FPD's process for maintaining security of central computer records shall be guided by the Information Technology Division. IT personnel shall ensure the following [CALEA 82.1.6]:
 - (1) FPD's computer system data shall be backed up daily to minimize potential loss of information [CALEA 82.1.6 a.].
 - (2) Physical backup media shall be transferred to an off-site storage server to preserve information [CALEA 82.1.6 b.].
 - (3) IT personnel shall maintain security of the computer system by assigning user accounts and monitoring the use of the computer system. Each Fayetteville Police Department employee shall have a unique password known only to that employee [CALEA 82.1.6 c.].
 - (4) IT personnel shall conduct user account audits at least annually and submit a report on the audit to the Administrative Captain [CALEA 82.1.6 d.].
 - (5) Any physical media not recycled shall be destroyed when appropriate and in compliance with FPD's retention schedule and state law [CALEA 82.1.6].
 - (6) IT personnel will abide by the Criminal Justice Information Services (CJIS) Security Policy.

2. Records Division:

- a. Security of Fayetteville Police Department records maintained in the Records Division shall be managed in the following manner [CALEA 82.1.1]:
 - (1) The Records Division shall be responsible for maintaining the following documents in accordance with the records retention schedule:
 - (a) Collision reports;
 - (b) Arrest and citation records;
 - (c) Adjudicated arrest paperwork;
 - (d) Officer Dailies;
 - (e) Sealed/Expunged court orders;
 - (f) Voided citations, and;
 - (g) CID case files transferred to off-site warehouse.
 - (2) Agency files in the Records Division shall be secured from the general public and shall only be accessible through Fayetteville Police Department authorized personnel [CALEA 82.1.1 a.].
 - (3) Arrest and citation records are delivered to FDC as needed. Court personnel return the documents to the Records Division for storage, with notations of disposition.

- (4) When present, Records Division personnel will be available to operational personnel. Original records shall only be obtained with the assistance of Records Division personnel and/or sworn supervisory personnel [CALEA 82.1.1 a.].
 - (5) Security in the Records Division shall be maintained using programmed fobs. When Records Division personnel are not present (holidays, after hours, etc.), operational personnel may access records by contacting an on-duty supervisor [CALEA 82.1.1 b.].
 - (6) Operational personnel may photocopy records needed for investigation or revision, with the assistance of Records Division or sworn supervisory personnel. The removal of original records must be authorized by the Records Coordinator or the Support Services Manager and must be logged on the sign out record maintained by Records Division personnel [CALEA 82.1.1 a.].
 - (7) Records removed from the FPD for storage will be maintained in the FPD off-site storage facility. These records will be listed on the Records Division inventory as maintained by the Records Coordinator, and these items will require itemization on the sign-out record. Security for the facility shall be controlled by Property and Evidence personnel through the use of facility keys and an alarm system requiring combinations unique to individual personnel [82.1.1 a.].
 - (8) Records stored at the off-site facility shall be secured (padlocked fencing) separately from other property/evidence, and the Records Coordinator or designee shall control access to these off-site records.
 - (9) Personnel shall abide by FPD 54.1.1, the Arkansas Freedom of Information Act (FOIA), and Arkansas law when releasing agency records [CALEA 82.1.1 c.].
- b. The following guidelines shall govern juvenile records [CALEA 82.1.2]:
- (1) The FPD Records Division shall forward juvenile traffic related citations and arrest records to Fayetteville District Court.
 - (2) Juvenile records shall be restricted from public access, in accordance with state law.
 - (3) Juvenile arrest records in the computer system are stored in the juvenile arrest module, separate from adult arrest records. Juvenile jackets are assigned a unique number with a "J" at the end, and shall be displayed in a different text color [CALEA 82.1.2 a., c.].
 - (4) When arrested, juvenile suspects requiring fingerprints are fingerprinted by the booking facility. The fingerprints will be retained at the booking facility [CALEA 82.1.2 b.].
 - (5) Photographs of juveniles are attached to and stored in protected juvenile computer records/jackets [CALEA 82.1.2 b.].
 - (6) When a juvenile turns eighteen, the juvenile jacket closes [CALEA 82.1.2. d.].
 - (7) Release of FPD juvenile criminal and traffic records shall be in compliance of FPD 54.1.1 and Arkansas law [CALEA 82.1.1 c.].

- (8) FPD personnel shall be guided by FPD 54.1.1, the Freedom of Information Act, and Arkansas law when releasing juvenile records. Juvenile records shall only be released to law enforcement agencies, the Arkansas Crime Information Center, prosecuting attorneys, and the Juvenile Division of circuit court [CALEA 82.1.2 c.].
- (9) FPD personnel will keep knowledge of juvenile records confidential. Sharing juvenile information is restricted, as outlined in Arkansas law.
- (10) FPD personnel shall abide by all court orders concerning expungement/seal orders, which are commonly received from district, circuit and juvenile courts [CALEA 82.1.2 e.].
 - (a) Once Records Division personnel receive a signed court order, the record shall be sealed in the FPD computer system, deleted from the City of Fayetteville electronic imaging system, and related original documents shall be removed from permanent storage.
 - 1) A copy of the order shall be sent to CID, with a request for juvenile related records to be pulled and sent to the Records Division to be sealed.

3. Warrants Division:

- a. Security of Fayetteville Police Department records maintained in the Warrants Division shall be handled in the following manner [CALEA 82.1.1]:
 - (1) The Warrants Division shall maintain warrants issued from Fayetteville District Court. When warrants are served, they are transferred to the Records Division. When warrants are purged, they are transferred to FDC [CALEA 82.1.1 c.].
 - (2) The Warrants Division records are secured from the general public and shall only be accessible through Fayetteville Police Department authorized personnel [CALEA 82.1.1 a.].
 - (3) Security in the Warrants Division shall be maintained using programmed fobs [CALEA 82.1.1 a.].
 - (4) Records physically contained in the Fayetteville Police Department Warrants Division are accessible to operations personnel while Warrants Division personnel are present to assist them. After hours, when Warrants Division personnel are not present, operational personnel may access the Warrants Division by contacting an on-duty supervisor [CALEA 82.1.1 b.].
 - (5) FPD personnel may photocopy records needed for investigation.
 - (6) Original records may be removed from the Warrants Division by authorized personnel for file maintenance and data entry.
 - (7) Warrants Division personnel shall maintain appropriate confidentiality and shall only release information in compliance with FPD 54.1.1 and Arkansas law [CALEA 82.1.2 c.].
 - (8) Warrants Division personnel shall abide by expungement/seal orders previously detailed in this general order [CALEA 82.1.2 e.].

4. Criminal Investigation Division (CID):
 - a. Security of Fayetteville Police Department records maintained in the Criminal Investigation Division shall be managed in the following manner [CALEA 82.1.1]:
 - (1) The Criminal Investigation Division shall maintain investigative case files and Patrol Division felony arrest records.
 - (2) Criminal Investigation Division records and files shall be secured from the general public and shall only be accessible through CID personnel. Personnel assigned to CID shall secure original documents when not actively working with the files [CALEA 82.1.1 a.].
 - (3) Security in CID shall be maintained using programmed fobs.
 - (4) Records physically contained in the Fayetteville Police Department Criminal Investigation Division are accessible to operational personnel while CID personnel are present to assist them. After hours, when CID personnel are not present, operational personnel may access CID records by contacting an on-duty supervisor [CALEA 82.1.1b.].
 - (5) Operational personnel may photocopy records needed for investigation or revision with assistance from CID personnel, but shall not remove original records from CID without authorization by a CID supervisor [CALEA 82.1.1 c.].
 - (6) CID personnel shall make every effort to protect the identity of juvenile offenders, except where release is allowed by law. CID case files containing juvenile information shall be clearly marked in red letters, designating the file contains juvenile records [82.1.2 a.].
 - (7) Records removed from CID for long term storage shall be released to the Records Division. CID shall classify these records as either permanent records or records to reviewed for destruction after seven years. The Records Coordinator shall assume responsibility for CID records stored in the off-site facility [CALEA 82.3.5].